

Appendix 3. Primary Care Provider Interview Guide

Part I: Interview

Intro: I'm working with a medical center team that is trying to understand and improve how primary care providers and specialists manage patients. We're particularly interested in why and how often patients receive ongoing follow-up care in specialty clinics even when their condition could be managed by a PCP. The goal of our project is to determine the causes of this problem and to devise strategies to reduce unnecessary sub-specialty visits. Solving this problem could open up specialty clinic slots and speed up access for new referrals.

1. In your opinion, do some of your patients stay with specialists longer than they need to?
 - a. Why? (Referral process, communication, etc.)
 - b. What are the consequences? (good or bad)
 - c. How important an issue is this?
2. How would co-management ideally work between specialists and PCPs?
 - a. What are some of the barriers to better co-management?
 - b. What would be the benefits of reducing problems with referral or co-management?
3. When you're asked to indicate your expectations for new referrals on the medical record, the choices include short-term consultation, PCP-led co-management, and specialist-led co-management. Do you find this set of questions useful? Why/why not?

Part II: Administer Surveys

Part III: Interview

Would you be interested in knowing how the specialists currently seeing these [#] patients responded to a similar survey administered in Dec/Jan?

Compare individual survey results from PCP and specialist, and ask interviewee to share reactions to concordance or discordance:

1. Why do you think your opinions differ (or are the same)?
2. Would you be interested in knowing specialists' co-management assumptions and preferences for all patients? Why/why not?

Probe: If yes, how should this information be communicated to you?

If responded YES to survey question 3: You indicated that you could manage [name of patient]'s condition. What implications might there be for you or your patient if you assumed primary responsibility?